INDIAN INSTITUTE OF BANKING & FINANCE

(ISO 21001:2018 Certified)

Business Analytics, Machine Learning, and Artificial Intelligence and Its Implication in Banks

(VIRTUAL PROGRAM)

From 18th to 20th November 2026

Program Co-Ordinator: Dr. N K Bhasin, Mr. Sudip Kaviraj

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Indian Institute of Banking & Finance, PDC NZ
C-5/30 Safdarjung Development Area (SDA)
Opposite IIT Delhi-New Delhi-110016

Individuals can also register for the program at their own cost

Website: www.iibf.org.in

Business Analytics, Machine Learning, and Artificial Intelligence and Its Implication in Banks

BACKGROUND

During its 98 years of its existance, Indian Institute of Banking & Finance (IIBF) has emerged as a premier institute in the banking industry. Considering the emerging requirements of the bankers in a dynamic environment, IIBF has been offering certification courses and training programmes to the banking professionals and other individuals.

The training programmes are designed in consultation with the industry experts and Subject Matter Experts with an endeavour to upskill on a continuous basis. The regular offerings in varied areas prepare the banking professionals ahead of the impending change.

IIBF offers, alongwith other modes, virtual training programmes for its Blended Certification courses and many other programmes to facilitate learning across the country.

IIBF also has state-of-the-art training facilities at its Leadership Centre at Mumbai. It also has seven Professional Development Centres (PDCs) at Delhi, Chennai, Kolkata, Mumbai, Lucknow, Bangalore & Guwahati with residential facilities at Delhi to accommodate approx 45 participants at a time to cater to the increasing demand for focused training programmes

PURPOSE

Artificial Intelligence (AI) and Machine Learning (ML) represent a new technology era, becoming essential for organizations, especially banks, to stay competitive. AI enhances automation and decision-making in the financial sector, improving speed and accuracy. In India, banks are utilizing ChatBot for better customer experiences and integrating robotics to streamline repetitive tasks. To gain a competitive edge, banks need to scale AI technologies beyond initial use cases. AI will enable personalized customer experiences and, through real-time data analytics in areas like Customer Service and Fraud Detection, help banks improve profits, customer segmentation, and innovation cycles.

OBJECTIVES

The programme focuses on the following aspects:

- Understanding the concepts of Business Analytics, Artificial Intelligence and Machine Learning, along with their relevant applications in the banking sector.
- To gain practical exposure to machine learning models in the banking sector, work with tools such as R and Python.
- To gain an understanding on why Banks and FIs must have a well-defined AI strategy and how to align the same with business goals to ensure cohesive implementation.
- Understanding the Strong Data Governance & Effective data management practices by

successful AI applications.
- To pinpoint the obstacles to implementing AI in financial services and also the key factors for success.

CONTENT OVERVIEW

- Role of data and analytics in modern banking
- Advanced Excel for data analysis, dashboards, and financial modeling
- SQL for data extraction, querying, and reporting
- Customer analytics for personalization and retention strategies
- Predictive analytics for credit scoring and risk assessment
- Machine Learning techniques for fraud detection and customer segmentation
- AI applications in banking: chatbots, automation, and smart decision-making
- Operational efficiency through process automation and analytics
- Regulatory compliance (KYC/AML) using automated monitoring systems
- Data visualization and dashboarding for strategic insights
- Case studies: fraud detection, customer churn, and credit risk models
- Emerging trends: AI, Big Data, and digital transformation in banking

METHODOLOGY

- Virtual interactive sessions comprising lectures, case studies, presentations, and experience sharing, delivered through the Institute's licensed Zoom and LMS platforms.
- Live sessions by Faculty shall be conducted and participants can participate in the sessions from home or office using Laptop/Desktop.
- Login details for accessing the sessions shall be shared on registered mail ids of participants 12-24 hours before the program.
- Pre-Reads will be made available on IIBF designated site which will be accessible to the participants.
- PPTs and courseware will be on the LMS platform accessible to the participants.
- Entry/Exit test will be conducted to self-assess the program impact.

A Certificate of Participation will be awarded upon successful completion of the Training Program*

TARGET GROUP

- ✓ **Bank Executives and Managers** who use ML/AI technologies to make data-driven decisions, improve operational efficiency, and enhance customer satisfaction.
- ✓ **Data Scientists and Analysts** who develop and implement models to predict trends, detect fraud, and optimize processes.
- ✓ **IT and Technology Team** who integrates AI and ML solutions into existing banking systems and ensure their smooth operation.
- ✓ **Risk Management Officers** leveraging these technologies to assess and mitigate risks more effectively.
- ✓ **Customer Service Representatives** using AI-powered ChatBot and virtual assistants help them provide better and faster service to customers.
- ✓ **Regulatory and Compliance Officers**
- ✓ **Fintech Partners** of Banks and FIs
- ✓ Officials from **NBFCs and Housing Finance Companies**

DURATION

3 Days from 18th to 20th November 2026

FEE

Rs. 7500/- per participant plus GST @ 18% i.e. Rs. 1350/- aggregating to **Rs. 8850/-** (In case of TDS deduction, please send us TDS certificate). Programme fees may be remitted to the credit of Institute's account with State Bank of India, details of which are given below:

- ✓ Account in the Name of : **Indian Institute of Banking & Finance**
- ✓ Name of the Bank branch : **State Bank of India, Vidya Vihar Branch**
- ✓ Account no : **37067835430 (Savings A/c)**
- ✓ IFSC code : **SBIN0011710**
- ✓ PAN No : **AAATT3309D**
- ✓ GST TIN ID : **07AAATT3309D2ZT**

For further details and nomination kindly contact:

Mr. Aman Dhar **Sr. Executive, PDC New Delhi, IIBF** **Mobile: 7488152733** **Email: *se.pdcnz4@iibf.org.in***	**Ms. Anchal Arora** **Sr. Executive, PDC New Delhi, IIBF** **Mobile: 8295127117** **Email: *se.pdcnz3@iibf.org.in***

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NOMINATION FORM for BANKs/FIs

"Business Analytics, Machine Learning, and Artificial Intelligence and Its Implication in Banks"

Date: 18th to 20th November 2026 **Programme Type: Virtual Mode**

LIST OF PARTICIPANTS NOMINATED:

Sl. No	Name (Mr./Ms./Mrs.)	Designation	Branch/ Office	Mobile No. andLand Line No.	E-mail **(PERSONAL AND OFFICIAL MAIL ID BOTH)***
1					
2					
3					

***LOGIN DETAILS OF THE PROGRAM SHALL BE SHARED ON PERSONAL MAIL ID.**

Bank/Organisation:____

GST Number: ____

Address:____

____________________________________Pin Code: ________

Phone:____________Fax:____________E-mail: __________________

FEE: Rs. 7,500/- per participant plus GST @ 18% i.e. Rs. 1,350/- aggregating to Rs. 8,850/- (In case of TDS deduction, please send us TDS certificate).

Programme fees may be remitted to the credit of Institute's account with State Bank of India, details of which are given below:

- ✓ **Account in the Name of: Indian Institute of Banking & Finance**
- ✓ **Name of the Bank branch: State Bank of India, Vidya Vihar(West), Mumba**
- ✓ **Account no: 37067835430 (Savings A/c) IFSC code: SBIN0011710**
- ✓ **(PAN No: AAATT3309D and GST No. 07AAATT3309D2ZT)**
- ✓ **For Details & Nominations, please contact:**

Mr. Aman Dhar Sr. Executive, PDC New Delhi, IIBF Mobile: 7488152733 **Email**: se.pdcnz4@iibf.org.in	Ms. Anchal Arora Sr. Executive, PDC New Delhi, IIBF Mobile: 8295127117 **Email**: se.pdcnz3@iibf.org.in

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NOMINATION FORM for SELF-SPONSORED CANDIDATES

"Business Analytics, Machine Learning, and Artificial Intelligence and Its Implication in Banks"

Date: 18th to 20th November 2026 **Programme Type: Virtual Mode**

Details of nomination:

Sl. No	Name (Mr/Ms)	Designation	Contact No. (Mobile)	E-mail (PERSONAL)	UTR NUMBER
1					

Bank/Organisation:____

Address:____

____________________________________Pin Code: __________

Phone:____________Fax:____________E-mail: ____________________

FEE: Rs. 7,500/- per participant plus GST @ 18% i.e. Rs. 1,350/- aggregating to Rs. 8,850/- (In case of TDS deduction, please send us TDS certificate).

Programme fees may be remitted to the credit of Institute's account with State Bank of India, details of which are given below:

- ✓ **Account in the Name of: Indian Institute of Banking & Finance**
- ✓ **Name of the Bank branch: State Bank of India, Vidya Vihar(West), Mumba**
- ✓ **Account no: 37067835430 (Savings A/c) IFSC code: SBIN0011710**
- ✓ **(PAN No: AAATT3309D and GST No. 07AAATT3309D2ZT)**
- ✓ **For Details & Nominations, please contact:**

Mr. Aman Dhar **Sr. Executive, PDC New Delhi, IIBF** **Mobile: 7488152733** **Email: se.pdcnz4@iibf.org.in**	**Ms. Anchal Arora** **Sr. Executive, PDC New Delhi, IIBF** **Mobile: 8295127117** **Email: se.pdcnz3@iibf.org.in**